Troubleshooting S1, Dock, and iPad

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This page provides some suggestions for troubleshooting the S1/Dock/iPad.

Important Information

- This is not a step-by-step guide, it is a reference for recommended methods of troubleshooting

General Troubleshooting

- Confirm all *ethernet cables* are patched correctly and that the *switch* is powered.
  - There should be blinking green lights for each port.
- Ensure the computer **does not** have *wi-fi* or *bluetooth* enabled.
- Ensure the computer's firewall is *inactive*.
- Ensure the iPads **do not** have *wi-fi* or *bluetooth* enabled.

Computer

- If *EuControl* does not open: **restart** the computer immediately
- If **troubleshooting** the iPad and the S1/Dock does not work: restart the computer
- If restarting the computer does not solve the problem: submit a ticket

iPads

- Confirm the *Avid Control* app is **open** on each iPad.
  - If the Avid Control app is not open, it will not appear in *EuControl*
- If an iPad(s) doesn't have a connection (or multiple), **repatch** the *ethernet cable* from the thunderbolt dock(s) to determine if they pop up in EuControl.
  - It can be a good idea to repatch the ethernet cable from the switch going to the iPads.
  - This is recommended for the teaching stations in 1141 & 1162, but can also be done in the suites.
- **Exit** out of the Avid control app on the iPads by going to the home page, swiping up, and exiting out of the app completely, and then reopening it.
  - The swiping up gesture may require a few attempts, but the action is similar to gestures on an iPhone.

S1 & Dock

The main difference between the S1 and the dock is that the S1 is the network source. Each S1 is set to automatic DHCP and will default to a 169.x self-assigned IP address on the computer through the switch.

- ***The S1 must be patched in correctly for all the other hardware to be seen in EuControl and function as expected.***
- **Power cycle** the S1/Dock by turning it off for 10 seconds and then back on.
  - After turning it back on, there may be a delay in reconnecting. If the delay extends past 30 seconds, repatch the ethernet cable on the S1.

EuControl

- Make sure *EuControl* is **open** and that the *settings window* is **open**.
- **Confirm** you can see the devices in the settings window.
- **Confirm** the devices are added into the EuControl *destination*.
- **Restart** EuControl.